

POSITION ANNOUNCEMENT

House Manager



POSTING DATE: Fall 2023
STATUS: Part-Time
REPORTS TO: Patron Experience & Rentals Manager and
Associate Director of Sales of Sales & Audience Services
POSITION AVAILABLE: Fall 2023-Spring 2024

ABOUT ROUND HOUSE THEATRE

Round House is a theatre for everyone. We enrich our community through bold, outstanding theatrical and educational experiences that inspire empathy and demand conversation. We work toward equity, diversity, and inclusion across all aspects of our organization; we highlight voices that have been historically misrepresented and under-resourced by the theatre field; and we ensure that our work is accessible to patrons of all ages, cultural backgrounds, economic groups, and physical ability. Our [organizational values](#) include a [commitment to be an anti-racist](#), anti-sexist organization. We actively encourage people from a variety of backgrounds with different experiences, skills, and stories to join us and develop our working practice.

Round House Theatre is one of the “Big Six” professional theatres in the Washington, DC area, with “a renovation matching [its] upgrade in recent years as a purveyor of dramatic art” (Peter Marks, *The Washington Post*). A nonprofit professional LORT theatre with an annual budget of more than \$6 million located in suburban Washington, DC (Bethesda and Silver Spring, MD), Round House produces a six-show season of new plays, modern classics, and musicals for more than 30,000 patrons each year at its newly renovated 350-seat theatre in Bethesda in addition to providing educational programs for more than 5,000 students of all ages at its six-classroom Education Center in Silver Spring, in schools throughout Montgomery County, and at the Bethesda theatre.

JOB DESCRIPTION

The House Manager oversees the successful execution of show duties to ensure that performances start on time. This position is part of a team of part-time Front of House staff, and provides fast, knowledgeable, high-quality customer service to the over 30,000 patrons annually. The House Manager partners with the Patron Experience & Rentals Manager to offer front-line engagement with patrons and serve as an ambassador of the Round House brand. An engaging personality, even temperament, and high attention to detail are required of a successful candidate.

Organizational Structure

The House Manager reports directly to the Patron Experience & Rentals Manager and supervises volunteer ushers.

Essential Duties & Responsibilities

- Perform pre- and post-show walk-through of the lobby and seating area to verify that the house is clean, safe and presentable for the audience. Makes sure the correct number of programs, along with any supplemental materials are available for the performance.
- Assist in training new part-time employees and volunteer ushers.
- Supervise staff in efficient operations of the Front of House duties, including oversight of ticket scanning, seating, and communications with both Box Office, Cafe and Stage Manager.
- Greet patrons, help them navigate the building and answer general questions about the show and season.
- Monitor audience during performances, addressing issues in the house. Work closely with stage management staff to address any issues, such as late seating, health and safety rule compliance, cell phones ringing, patrons taking photos/videos, and other disruptions.
- Anticipate patron needs and offer assistance without bias.

- This position requires sitting or standing for extended periods of time, communicating with Box Office and Stage Management via headset, repeatedly traversing a distance of approximately 50', opening doors for audience, distributing materials to the public, such as programs or assisted listening devices, is required.
- As required, complete and send end of show reports detailing house counts, tickets sold, and any patron comments or concerns/facility issues.
- Assist in the safe evacuation of the audience in the event of an emergency.
- Respond to any medical emergency in the theatre and lobby and alert emergency personnel as appropriate.
- Attendance at performances, promotional events, and special events as needed. Additional hours available house managing or venue hosting for rentals in either Bethesda or Silver Spring
- Additional duties as assigned by supervisor.

Qualifications

PREFERRED QUALIFICATIONS AND CAPABILITIES

Where the qualifications are described in terms of formal education or direct work experience, Round House welcomes the substitution of relevant prior experience.

- House management, box office, stage management or similar events experience preferred.
- Excellent customer service background. Strong interpersonal, written, and oral communication skills.
- Adaptable and able to work in fast-paced environment.
- Schedule flexibility and willingness to work performances and events, including nights and weekends.
- Candidates must have familiarity with computers. Previous experience with ticketing software and ticket scanners (Tessitura and N-Scan preferred) is a plus but not required.
- CPR, First Aid, and AED certified or ability to complete certification is preferred.
- A background and/or interest in theatre is a plus.
- Persons from diverse backgrounds are strongly encouraged to apply. Round House Theater is an ADA accessible building with elevators to work areas and parking.

HOW TO APPLY

Submit a cover letter and resume to House@RoundHouseTheatre.org. Round House Theatre is an Equal Opportunity Employer. Persons from diverse backgrounds are strongly encouraged to apply. For more information about Round House Theatre, please visit RoundHouseTheatre.org. No phone calls please.

Wages: start at \$17.00 per hour